



PATIENTS' BILL OF RIGHTS AND RESPONSIBILITIES

Naval Hospital Pensacola beneficiaries have explicit rights regarding your health care, as well as specific responsibilities to participate in your own health care decisions. We want to encourage you to become familiar with these rights and responsibilities and take an active role in exercising them.

RIGHTS

Medical Care and Dental Care. The right to quality care and treatment consistent with available resources and generally accepted standards, including access to appropriate specialty care and to pain assessment and management.

Refuse Medical and Dental Care. You have the right to refuse treatment to the extent permitted by law and government regulations, and to be informed of the consequences of your refusal, including forgoing resuscitative service or withdrawing of life-sustaining treatment. You have the right to formulate an advanced directive and have MTF to comply with directive.

Respectful Treatment. The right to considerate care with recognition of personal dignity. The right to not be denied healthcare for discriminatory reasons based on race, ethnicity, sexual orientation, gender, and mental or physical disability. The right to request an attendant of the same gender during a medical exam.

Privacy and Confidentiality. The right to privacy will be preserved regarding medical care to include effective safeguards to protect electronic, spoken, and written patient information. You have the right to review, copy, and request amendments to your medical record.

Identity. The right to know, at all times, the identity, professional status, and credentials of health care personnel, as well as the name of the health care provider primarily responsible for your care. You have the right to be informed of and to refuse treatment by providers in training.

Explanation of care. The right to an explanation concerning diagnosis, treatment, procedures, unanticipated outcomes, and prognosis of your illness in terms you can understand.

Informed Consent. The right to be advised, in non-clinical terms, of information needed to make knowledgeable decisions about giving consent to, or refusing recommended treatment. Such information should convey a general understanding of the treatment, significant complications, substantial risks, benefits, and medically acceptable alternatives.

Research Projects. The right to be advised if the facility proposes to engage in or perform research associated with your care or treatment. The right to refuse to participate in any research projects.

Safe Environment. The right to care and treatment in a safe environment.

Medical Treatment Facility Rules. The right to be informed of the facility's rules and regulations concerning you and your visitor's conduct. You are entitled to information about MTF mechanisms for the initiation, review, and resolution of your complaints.

RESPONSIBILITIES

Providing Information. The responsibility to provide, to the best of your knowledge, accurate and complete information about complaints (including pain), past illnesses, hospitalizations, medications, family history, and other matters relating to your health. You have the responsibility to let your primary healthcare provider know if you understand the treatment and what is expected of you.

Respect and Consideration. The responsibility of being respectful and considerate other patients and healthcare personnel, and for assisting in the control of noise, smoking, and the number of visitors. You are responsible to respect the property of others and the facility.

Compliance with and Contribution to Medical Care. The responsibility of complying with and contributing to the medical and nursing treatment plans, including actively participating in healthcare decisions, adopting healthy lifestyle habits, and complying with follow-up care. Appointments should be kept on time, and the MTF should be notified in advance when appointments are cancelled.

Medical Records. All medical records documenting care provided by any MTF or BHC facilities are the property of the U. S. Government. The responsibility of ensuring medical records are promptly turned in/returned to the Outpatient Records section when records are transported by patients for the purpose of medical appointments, consultation, or permanent change of station, etc.

Medical Treatment Facility Rules. The responsibility of following all MTF rules and regulations pertaining to patient conduct.

Financial Responsibility. The responsibility to make a good-faith effort to meet financial obligations.

Reporting of Patient Complaints. The responsibility of helping the MTF Commanding Officer provide the best possible care to all beneficiaries. Patients' recommendations, questions, or complaints should be reported to clinic/department's Customer Relations Representative or contact the Customer Relations Officer at 850-505-6785.



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May, 2005

